

Applying Blockchain Technology for Service Innovation within the Government Sectors in Italy

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Purpose - The main motivation of this article is to explore the following two questions: 1. what are blockchain-based solutions which lead to service innovation within the public sector?. 2. What applications of blockchain technology in the public sector, are the main priority for the Italian government in practice?

Methodology - The research implement a mixed method approach. In the first stage, qualitative data collection and analysis conduct using a systematic literature review to seeks to answer the first research question. In the second stage, following the findings of the first stage, in order to answer the second research question, two instrument will be used as follows: a) qualitative interviews with government leades. b) conducting a web-based survey for experts.

Originality/value - Applying blockchain in government offers a new method for delivering and managing public services. The paper provides a blueprint for government leaders in their endeavor of planning and investment to implement blockchain technology. This research is the first study in the area. The experience of the government could be the first step in the development of blockchain-based public services.

Research Findings - This research identify the blockchain-based solutions which lead to service innovation within the public sector in which blockchain applications are customized to ensure a fit with requirements of administrative processes in Italy. The findings yield new research venues, which are promising to further explore the topic of blockchain with in the public administration to experiment and figure out where the real opportunities are, where this technology can actually solve problems in new kinds of ways.

Research implications - This paper has implications for practitioners with illustrating the ways to modernise their services along digital lines. The blockchain-based solutions that identified in this study lead to innovative services, transform government processes and citizen services.

Keywords: Blockchain technology, Government, Public Sector, Service innovation, Italy.